

HOUSEKEEPING

1.0 SERVICE DEFINITION

- 1.1 Housekeeping is an in-home service provided to at-risk persons who are infirmed, disabled, or chronically ill, in order to avoid or forestall institutionalization. Housekeeping includes a trained, supervised housekeeper providing services such as preparing meals, chores, shopping, and light housekeeping.

2.0 SERVICE UNIT

- 2.1 The unit of service for housekeeping is one hour of aide service.
- 2.2 The minimum billing unit is one quarter (.25) hour.
- 2.3 Time spent preparing for the visit and travel to and from may not be billed.
- 2.4 The provider is permitted to bill for one hour of service when unable to gain access, however billing for lack of access more than 3 times per year is not permitted.

3.0 SERVICE AREA

- 3.1 Housekeeping Care services are available to all eligible residents of the State of Delaware.
- 3.2 Providers of personal care are permitted to apply to serve sub-areas within the state.

4.0 SERVICE LOCATION

- 4.1 Housekeeping service must be provided in the consumer's home while the consumer is present.
- 4.2 Housekeeping service is not permitted in a long term care, acute care, group home, or other health care setting.

5.0 ELIGIBILITY

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) Case Manager will determine consumer eligibility.
- 5.2 DSAAPD Case Manager will determine and authorize the amount of service hours a consumer will receive.
- 5.3 Consumers receiving Housekeeping services through Older Americans Act Title III funding must be sixty (60) years of age or older.
 - 5.3.1 Priority will be given to those consumers who:
 - 5.3.1.1 Are low-income individuals, including low-income minority individuals
 - 5.3.1.2 Have limited English speaking proficiency
 - 5.3.1.3 Reside in rural areas

5.4 Consumers receiving Housekeeping services through SSBG funding must be at least eighteen (18) years of age.

5.4.1 Consumer must also be a U.S. Citizen or legal alien.

5.4.1.1 Alien status will be verified.

6.0 SERVICE STANDARDS

6.1 The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.

6.2 Housekeeping Services are to be prior-authorized by DSAAPD.

6.3 Housekeeping Service will be provided by trained staff under the direction of an RN, Licensed Practical Nurse, or Social Worker in accordance with State and Federal regulations.

6.4 The provider must develop and maintain policies and procedures for the delivery of housekeeping services.

6.5 The Provider will provide trained staff under the direction of a supervisor within the housekeeping agency. A supervisor will complete at least 1 visit within 12 months to do a service assessment. Any service changes in the care plan will be reported to the DSAAPD Case Manager within 48 hours.

6.6 The housekeeping supervisor will contact the consumer, conduct a home visit and assessment, and, in consultation with the consumer, develop a care plan within (5) working days of the referral.

6.7 The provider must start services within five (5) working days of the assessment date.

6.7.1 If the provider does not start services within ten (10) working days of referral the provider will be responsible to notify DSAAPD regarding the reason for delay.

6.8 The provider must maintain a current care plan in the consumer's home.

6.9 The provider must attempt to provide housekeeping service at the number of units and frequency requested by DSAAPD in consultation with the consumer.

6.10 The provider must notify the consumer of any change in schedule, or interruption of service.

6.11 The provider will notify the DSAAPD Case Manager of any interruption in service within two (2) working days. Also the provider will notify DSAAPD within two (2) working days if any of the following occur:

6.11.1 Consumer is hospitalized or institutionalized

6.11.2 Consumer is placed in skilled care

6.11.3 Consumer is receiving services from another funding source

6.11.4 Consumer changes address

6.11.5 Consumer expires

6.11.6 Consumer refuses services

- 6.12 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the consumer's case files and medical records.
- 6.13 The provider must maintain the consumer's right of privacy and confidentiality.
- 6.14 The provider must comply with DSAAPD quality assurance initiatives related to this program.
- 6.15 The provider must cooperate with DSAAPD to resolve problems which threaten consumer service.
- 6.16 The provider must notify DSAAPD and consumer in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 6.17 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more consumers at a given time.
- 6.18 **Allowable Activities**
 - 6.18.1 The following services are allowable:
 - 6.18.1.1 Cleaning, including: vacuuming, sweeping, mopping, cleaning bathroom fixtures, & dusting.
 - 6.18.1.2 Laundry, including folding and storing clothing and linens
 - 6.18.1.3 Washing, drying, and storing dishes and utensils
 - 6.18.1.4 Bagging and placing garbage in collection containers
 - 6.18.1.5 Making beds and changing linens
 - 6.18.1.6 Shopping for household essentials, including assisting consumers with economical purchasing consistent with their budgets
 - 6.18.1.7 Performing essential errands
 - 6.18.1.8 Assisting in meal preparation, including planning meals/menus
- 6.19 **Prohibited Activities**
 - 6.19.1 The following services are prohibited:
 - 6.19.1.1 Personal care services
 - 6.19.1.2 Providing therapeutic/health related activities that are appropriately performed by a licensed practical nurse, registered nurse or home health aide
 - 6.19.1.3 Administering medications, either over-the-counter or prescribed, or reminding consumers to take medications
 - 6.19.1.4 Transporting the consumer in the worker's or consumer's personal vehicle
 - 6.19.1.5 Companion service
 - 6.19.1.6 Care of pet, lawn, garden, raking, or snow removal.

- 6.19.1.7 Assistance with heavy-duty cleaning, furniture moving, window washing, or other heavy work.
- 6.19.1.8 Administering financial or legal advice.
- 6.19.1.9 Performing services for members of the household other than the consumer
- 6.19.1.10 Providing housekeeping services in a long term care, acute care, group home setting, or other health care setting.

7.0 INVOICING REQUIREMENTS

- 7.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, policy X-Q, Invoicing.
- 7.2 The following information will also be included on the invoice:
 - 7.2.1 Consumer legal name
 - 7.2.2 Service Unit Cost/DSAAPD Reimbursement Rate
 - 7.2.3 Hours of service authorized by consumer
 - 7.2.4 Hours of service provided by consumer
 - 7.2.5 Total Service hours provided
 - 7.2.6 Total DSAAPD funds earned
 - 7.2.7 Explanation for variance in hours authorized and provided

8.0 DONATIONS (For Title III Consumers Only)

- 8.1 Consumers, family members, and/or caregivers must be informed of the cost of providing services and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional services available to others.
- 8.2 Providers must have procedures in place to:
 - 8.2.1 Inform applicants, family members and/or caregivers of the cost of providing services and offer them the opportunity to make voluntary contributions.
 - 8.2.2 Protect their privacy with respect to his/her contribution
 - 8.2.3 Safeguard and account for all donations
 - 8.2.4 Use the contributions to expand services
- 8.3 The DSAAPD Case Manager in consultation with the consumer will determine the consumer's donation amount per unit of service. The donation amount will be provided to the Provider on the Service Referral Form.